



A Consumer's Guide to Homemaker-Home Health Aides

Published by the
New Jersey Office of the Attorney General
Division of Consumer Affairs
New Jersey Board of Nursing

Table of Contents

Introduction	1
New Jersey Board of Nursing's Responsibilities	2
Choosing a Certified Homemaker-Home Health Aide: Determining What Services You Will Need	3
Employment Settings for Homemaker-Home Health Aides	4
The Certified Homemaker-Home Health Aide Must Meet These Requirements	5
What You Need to Know About Obtaining Certified Homemaker-Home Health Aide Services	6
Providers of Health Care Services in New Jersey	7
Summary	8
Resources for Questions and Complaints	9
Division of Consumer Affairs/ New Jersey Board of Nursing Complaint Form	(insert)

Introduction

Making informed decisions about home health care and Homemaker-Home Health Aides is critical when you or a loved one needs health care services in the home. This guide will help by providing you with the information that is necessary to ensure that your decision is based on an understanding of the role, services and responsibilities of a Homemaker-Home Health Aide, as well as the training and credentials required of them.

An extensive list of resources to obtain additional information is included in this guide.

New Jersey Board of Nursing's Responsibilities

The New Jersey Board of Nursing is mandated to protect the health, safety and welfare of New Jersey residents.

The New Jersey Nursing Practice Act mandates the Board to:

- ⇒ Prescribe standards and curricula for Homemaker-Home Health Aide education and training programs; review and approve training programs; and suspend or revoke program approvals as warranted.
- ⇒ Require that a Registered Professional Nurse (R.N.) develop and supervise the plan of care implemented by the Certified Homemaker-Home Health Aide (“C.H.H.H.A.”).
- ⇒ Certify Homemaker-Home Health Aides when the required training course is successfully completed and a promise of employment is provided to the Board from a New Jersey-licensed home health care agency. The Aide must renew his or her certificate every two years. When warranted, the Board may suspend or revoke a Homemaker-Home Health Aide’s certification.
- ⇒ Conduct criminal history background checks on all Homemaker-Home Health Aides applying for certification and renewal of certification.
- ⇒ Establish and maintain a registry of individuals who complete the required training and have been certified.

Choosing a Certified Homemaker-Home Health Aide: Determining What Services You Need

Before purchasing home care services, discuss the care you will require with your nurse, doctor or hospital discharge planner to be sure you understand exactly what type of service you require:

- ❑ Health care services are provided by Registered Professional Nurses (R.N.s), Licensed Practical Nurses (L.P.N.s), and other providers such as occupational therapists, physical therapists, respiratory therapists, dieticians and social workers.
- ❑ A New Jersey Registered Professional Nurse designs the plan of care and delegates responsibilities to and supervises personal or assistive services provided by the C.H.H.H.A. The C.H.H.H.A. assists the nurse by providing personal care and homemaker services such as bathing, dressing, toileting, personal meal preparation, feeding, light laundering for the patient, tidying the patient's room, as well as exercise regimens and errands.
- ❑ Generally, housekeeping services such as shopping, cooking, and laundering for the family are not provided by a C.H.H.H.A. These services are more appropriately provided by a housekeeper, companion or domestic service provider.
- ❑ Certified Homemaker-Home Health Aides must be employed by a New Jersey-licensed home health care services agency. A certified Homemaker-Home Health Aide may not work privately.

Employment Settings for Homemaker-Home Health Aides

The New Jersey Nursing Practice Act was amended in 1999 to clarify employment settings for Certified Homemaker-Home Health Aides. A Certified Homemaker-Home Health Aide is employed by a New Jersey-licensed home health care services agency and performs delegated nursing regimens or nursing tasks delegated through the authority of a duly licensed Registered Professional Nurse.

The following are facilities which may employ Certified Homemaker-Home Health Aides provided that they are licensed by the State of New Jersey:

- ❖ home health agencies;
- ❖ assisted living residences;
- ❖ comprehensive personal care homes, assisted living programs, hospices or alternate family care providers licensed by the New Jersey Department of Health and Senior Services;
- ❖ nonprofit organizations; and
- ❖ health care service firms regulated by the Director of the Division of Consumer Affairs in the New Jersey Office of the Attorney General.

The Certified Homemaker-Home Health Aide Must Meet These Requirements:

1. Completion of a Homemaker-Home Health Aide course approved by the New Jersey Board of Nursing.
2. Successful completion of a competency evaluation by a New Jersey-licensed home health care services agency.
3. Hold a current and valid certification by the New Jersey Board of Nursing as a Homemaker-Home Health Aide. The certificate will have a State of New Jersey Seal and date of expiration; certificates expire every two years. Should you have any questions concerning a C.H.H.H.A.'s certification, you should call the New Jersey Board of Nursing at 973-504-6546.
4. Completion of the federal and state criminal history background checks.
5. Employment by a home care services agency, as defined on page 4.
6. Supervision by a licensed Registered Professional Nurse.

What You Need to Know About Obtaining Certified Homemaker-Home Health Aide Services

☐ **Be Informed**

Being informed about C.H.H.H.A. services before a health care crisis arises will save you time and money, reduce stress and allow you to make an educated decision.

A C.H.H.H.A. may be obtained by talking with your doctor, nurse, hospital discharge planner, community home health care agency or hospital home care department. You may also check telephone listings under “Home Health Services.”

Remember: a Certified Homemaker-Home Health Aide must always be supervised by an R.N.

☐ **Agency Licensing/Accreditation**

If you select a home care provider licensed by a State agency, there are laws to protect your consumer rights.

Accrediting agencies are professional groups that establish and monitor voluntary, industrywide standards to ensure that patients receive quality home health care services. (See page 10 for a list of accrediting agencies).

☐ **Insurance**

Ask whether the home care agency protects its workers and patients with insurance coverage such as Workers’ Compensation and liability insurance. If the agency does not provide insurance coverage, you will need to determine the types of insurance coverage you will be required to supply in order to protect yourself.

Be sure you understand the specifics of your own or the patient’s health insurance coverage.

☐ **Tax Information When Hiring Private Care**

If you hire an individual privately, meaning an individual who is neither certified nor employed by a New Jersey-licensed home health care services agency, you should be aware that **you** are required by law to pay withholding taxes, Social Security and disability payments for that individual. Also, you should recognize that this individual will not have undergone a criminal history background check.

Providers of Health Care Services in New Jersey

HEALTH CARE PERSONNEL

Registered Professional Nurse
Licensed Practical Nurse
(973) 504-6430

Physical Therapist
(973) 504-6379

Occupational Therapist
(973) 504-6570

Respiratory Care Practitioner
(973) 504-6485

Speech Therapist
(973) 504-6269

Social Worker
(973) 504-6495

Certified Homemaker-Home Health
Aide
(973) 504-6546
(973) 424-8146

Certified Nurse Aide
(609) 633-9051

Housekeeper or cleaning service

Companion

LICENSED BY THE DIVISION OF CONSUMER AFFAIRS

New Jersey Board of Nursing
New Jersey Board of Nursing

State Board of Physical Therapy

Occupational Therapy Advisory
Council

State Board of Respiratory Care

Audiology and Speech-Language
Pathology Advisory Committee

State Board of Social Work Examiners

CERTIFIED BY

New Jersey Board of Nursing

Department of Health and Senior
Services
*This certification is for Nurse Aides
who work in nursing homes and
assisted
living facilities. This certification
cannot be substituted for the New
Jersey Board of Nursing's C.H.H.H.A.
certification.*

NOT CERTIFIED

Not certified to provide personal or
health care services, but may provide
housekeeping services.

Not certified to provide personal or
health care services, but may provide
light
housekeeping and services not related
to health care.

Summary

Carefully select a home health care service provider using the following outline as a guide:

1. Contact Medicare, Medicaid or your insurance carrier to determine which home care services are eligible for reimbursement.
2. Obtain and read literature describing the home health agency's services, reimbursement procedures and patient rights.
3. Select an agency that can provide the coverage you will need. The number of service hours will be determined by the Registered Professional Nurse and your insurance company. Be specific about the number of hours (either daily or weekly) that you will need a C.H.H.H.A. Clarify, in advance, whether the same C.H.H.H.A. will be available.
4. Be sure to contact the home care services agency with any concerns you may have related to your care. Contact the New Jersey Board of Nursing to file a complaint about a nurse or a C.H.H.H.A. You can reach the Board by calling 973-504-6546.
5. Keep thorough health records and maintain them in a place where others can easily locate them.
6. Always keep valuables, money, jewelry and personal financial records in a safe place.

Resources for Questions and Complaints

AIDS Hotline
1-800-624-2377

Alcohol and Drug Hotline
1-800-322-5525

Alzheimer's Disease Hotline
National Alzheimer's Association
Information and Referral
1-800-272-3900

**American Association
of Retired Persons**
1-800-441-AARP (2277)
In New Jersey 609-987-0744

**Audiology and Speech-
Language Pathology Advisory
Committee**
973-504-6390

**Department of Banking
and Insurance**
609-984-2777

Cancer Information Service
1-800-4-CANCER
(1-800-422-6237)
United States Department of Health
and Human Services,
Information provided in English
and Spanish (9:00 a.m.-10:00 p.m.,
weekdays)

**New Jersey Hospice and
Palliative Care Organization**
908-233-0060

**Community Care Program for
the Elderly and Disabled, Adult
Day Care, Home Care Expansion
Program**
609-943-4060

**New Jersey Division
of Consumer Affairs**
☐ **Complaints** 973-504-6200

☐ **Tel-Consumer
Information Service**
1-800-242-5846, touch tone
973-504-6200, rotary phones

☐ **Action Line**
973-504-6260
To report complaints against
businesses

☐ **Elder Fraud Hotline**
1-877-746-7850

**Insurance Fraud Prosecutor's
Office 1-877-55-FRAUD**
New Jersey Division of
Criminal Justice

Dental Services
Dental Program for Seniors
1-800-792-8820
Answered by New Jersey Depart-
ment of Health & Senior Services
for the New Jersey Dental Society

Domestic Violence Hotline
1-800-572-7233 (SAFE)

Eye Services

New Jersey Commission for
the Blind and Visually Impaired
973-648-2324

National Eye Care Project
American Academy of
Ophthalmology
1-800-222-EYES (3937)

**Department of Health and
Senior Services**

Division of Long-Term Systems
Nursing Home Guide
1-800-367-6543

Hotline for Complaints about
Health Care Facilities
1-800-792-9770

Division of Senior Affairs
EASE
(Easy Access Single Entry)
1-877-222-3737

Adult Protective Services
To report abuse or neglect
1-800-792-8820
Hearing Aid Assistance
1-800-792-9745
Drug Information and Referral
1-800-663-1441

Medicare Fraud and Abuse
1-800-792-8820

Ombudsman for
the Institutionalized Elderly
1-877-582-6995

PAAD Lifeline 1-800-792-9745
SHIP—State Health Insurance Plan

1-800-792-8820
Statewide Respite Care Program
609-943-3466

**Homemaker-Home Health Aide
Unit**

New Jersey Board of Nursing
973-504-6546 and 973-424-8146

**Home Health Agencies-
Licensing and Regulation**

New Jersey Department of Health
and Senior Services
1-800-367-6543

Division of Consumer Affairs’
Regulated Business Section
973-504-6301

**Home Health Agencies
Accreditation**

Home health care agencies may
be accredited by one of these
organizations:

Commission on Accreditation
for Home Care
973-857-3984

National Home Caring Council
202-547-7424

Community Health Accreditation
Program (CHAP)
1-800-656-9656

Notes

Notes



New Jersey Office of the Attorney General

Division of Consumer Affairs
New Jersey Board of Nursing
124 Halsey Street, 6th Floor, P.O. Box 45010
Newark, New Jersey 07101
(973) 504-6430

Complaint Process

As a unit of the Division of Consumer Affairs, the New Jersey Board of Nursing (Board), takes its responsibility seriously. A copy of the complaint will be forwarded to the licensee with a cover letter from the Board requiring a detailed written response to the allegations in the complaint. Once that response has been received, it will be reviewed and disposition may be recommended. If the Board needs additional information, the licensee may be required to appear to answer questions concerning the matter.

Please be advised that any information you supply on the complaint form may be subject to public disclosure. If an investigation into the matter is conducted, the information is subject to public disclosure only after the completion of the investigation. You are also advised that the completed complaint form is a "government record," which the Board may be obligated to provide to anyone making a request pursuant to the Open Public Records Act (OPRA).

You are further advised that pursuant to Section 4B of Executive Order No. 26, information concerning any individual's medical, psychiatric or psychological history, diagnosis, treatment or evaluation is not a government record subject to public access.

The disposition of the matter may take several months. Please understand that the Board can only take formal action if it finds sufficient basis that the licensee violated State laws or regulations. If the Board determines that formal action is required, the matter is referred to the office of the Attorney General. In that case, formal charges may be filed against the licensee and the licensee will be given an opportunity to defend himself or herself. This process can take a considerable period of time.

If the complaint involves a dispute over fees, please be advised that the Board has limited jurisdiction over fees charged by professionals. If the Board determines that there is insufficient basis to pursue disciplinary action, but determines that the matter involves a fee dispute, your complaint may be referred to the Alternate Dispute Resolution (ADR) Unit of the Division of Consumer Affairs. The ADR is a free mediation service that can be helpful in resolving such matters.

Until a final determination has been made, the Board is not permitted to disclose information regarding the matter. You will be notified in writing when a final determination has been made.



New Jersey Office of the Attorney General

Division of Consumer Affairs
New Jersey Board of Nursing
124 Halsey Street, 6th Floor, P.O. Box 45010
Newark, New Jersey 07101
(973) 504-6430

Complaint Form

Please print clearly.

Please be advised that any information you supply on this complaint form may be subject to public disclosure. If an investigation into the matter is conducted, the information is subject to public disclosure only after the completion of the investigation. You are also advised that the completed complaint form is a "government record," which the Board may be obligated to provide to anyone making a request pursuant to the Open Public Records Act (OPRA).

You are further advised that pursuant to Section 4B of Executive Order No. 26, information concerning any individual's medical, psychiatric or psychological history, diagnosis, treatment or evaluation is not a government record subject to public access.

Consumer Information

Complaint Reported Against

NAME: _____

ADDRESS: _____

CITY: _____

STATE: _____ ZIP CODE: _____

HOME TELEPHONE NUMBER: _____
(include area code)

WORK TELEPHONE NUMBER: _____
(include area code)

FAX NUMBER: _____

E-MAIL ADDRESS: _____

DATE: _____

NAME: _____

BUSINESS NAME: _____

ADDRESS: _____

CITY: _____

STATE: _____ ZIP CODE: _____

TELEPHONE NUMBER: _____
(include area code)

TITLE: _____

LICENSE NUMBER (IF KNOWN): _____

DATES OF TREATMENT/SERVICE:

FROM: _____ TO: _____

1. What is the relationship between the complainant and the consumer or patient?

☐ Self

☐ Parent

☐ Friend

☐ Legal Guardian

☐ Spouse

☐ Son/Daughter

☐ Brother/Sister

☐ Other (please specify) _____

2. Please provide the following information about the consumer or patient if he or she is someone other than the complainant.

Name: _____ Date of birth: _____
Month Day Year

Address: _____
Street address City State ZIP code

Home telephone number: _____ Work telephone number: _____
(include area code) (include area code)

3. Please provide the following information about any other practitioner or licensee involved in the matter about which you are filing a complaint.

Name: _____

Title: _____ License number: _____

Address: _____
Street address City State ZIP code

Telephone number: _____
(include area code)

Name: _____

Title: _____ License number: _____

Address: _____
Street address City State ZIP code

Telephone number: _____
(include area code)

4. Please provide the following about anyone who was a witness to the matter about which you are filing a complaint.

Name: _____

Address: _____
Street address City State ZIP code

Daytime telephone number: _____ Evening telephone number: _____
(include area code) (include area code)

Name: _____

Address: _____
Street address City State ZIP code

Daytime telephone number: _____ Evening telephone number: _____
(include area code) (include area code)

5. What is the nature of the complaint? *(Please check all that apply and provide any additional comments on a separate sheet of paper.)*

☐ Administrative/Recordkeeping

☐ Advertising

☐ Fees/Billing Practices

☐ Fraud

☐ Incompetence

☐ Insurance Fraud

☐ Professional/Occupational Misconduct

☐ Sexual Misconduct

☐ Substance Abuse/Impairment

☐ Unlicensed Practice

☐ Briefly explain the problem if it is not listed above: _____

6. Please describe the facts of your complaint in the order in which they happened. Please print clearly. You may use additional sheets of paper if they are needed.

7. Please describe any action taken to resolve this matter prior to contacting the Board. Please print clearly. You may use additional sheets of paper if they are needed.

All complaints must be accompanied by **readable copies** (NO ORIGINALS) of any complaint-related contracts, bills, receipts, canceled checks, correspondence or any other documents you feel are related to your complaint.

8. I certify that the statements made by me in this complaint are true and any documents attached are true copies. I am aware that if any statements made by me are willfully false, I am subject to punishment.

Signature*

Date

Return to:

State of New Jersey
New Jersey Board of Nursing
P.O. Box 45010
Newark, NJ 07101

* This certification must be signed by the person who has completed this form.



This booklet was printed on recycled paper.

E-mail us at AskConsumerAffairs@lps.state.nj.us
or visit our Web site at www.NJConsumerAffairs.gov

Revised 1/05